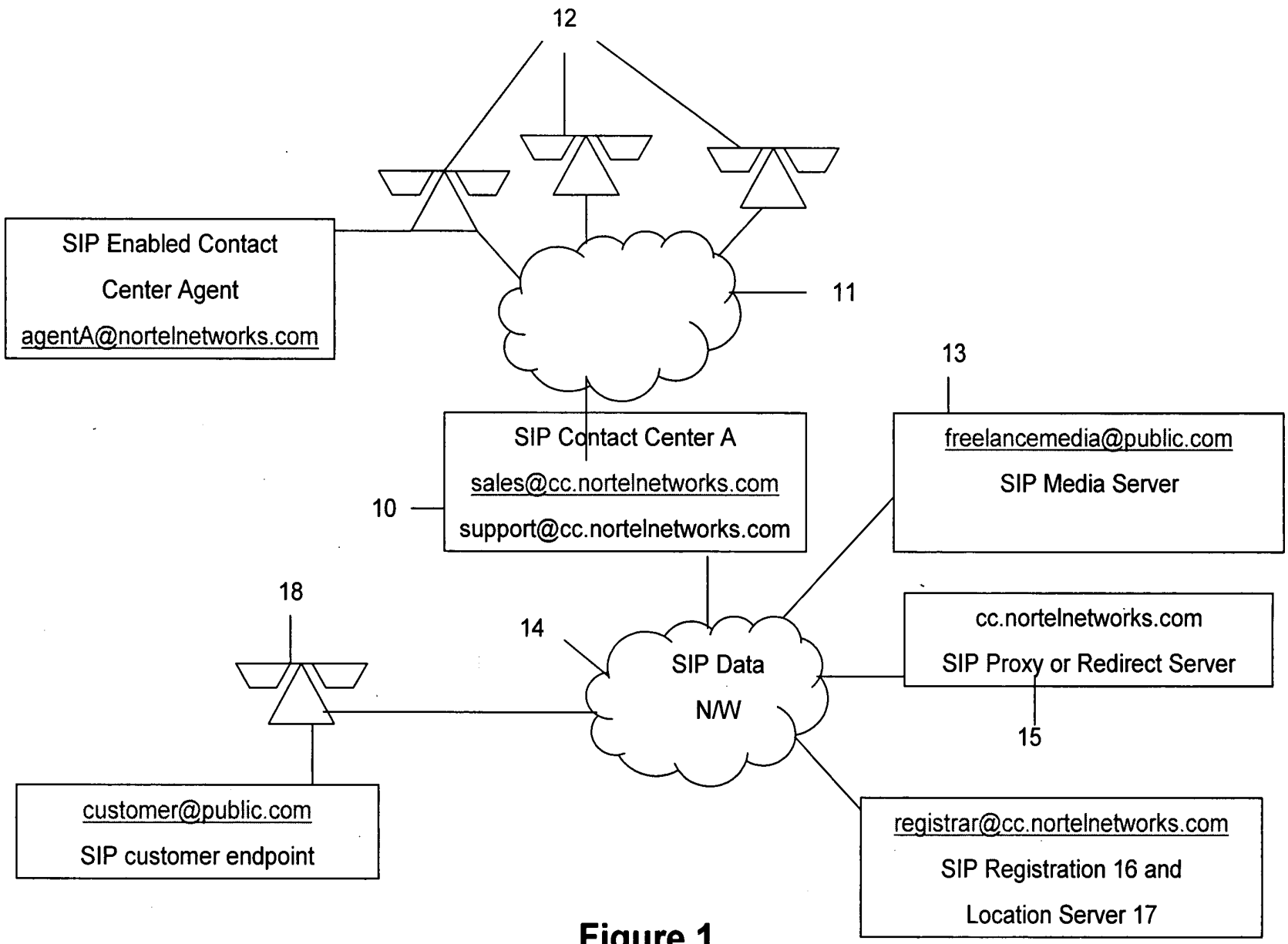
12
SIP Enabled Contact
Center Agent
agentA@nortelnetworks.com
11
13
freelancemedia@public.com
SIP Media Server
SIP Contact Center A
sales@cc.nortelnetworks.com
support@cc.nortelnetworks.com
10
18
14
SIP Data
N/W
cc.nortelnetworks.com
SIP Proxy or Redirect Server
15
customer@public.com
SIP customer endpoint
registrar@cc.nortelnetworks.com
SIP Registration 16 and
Location Server 17

Figure 1

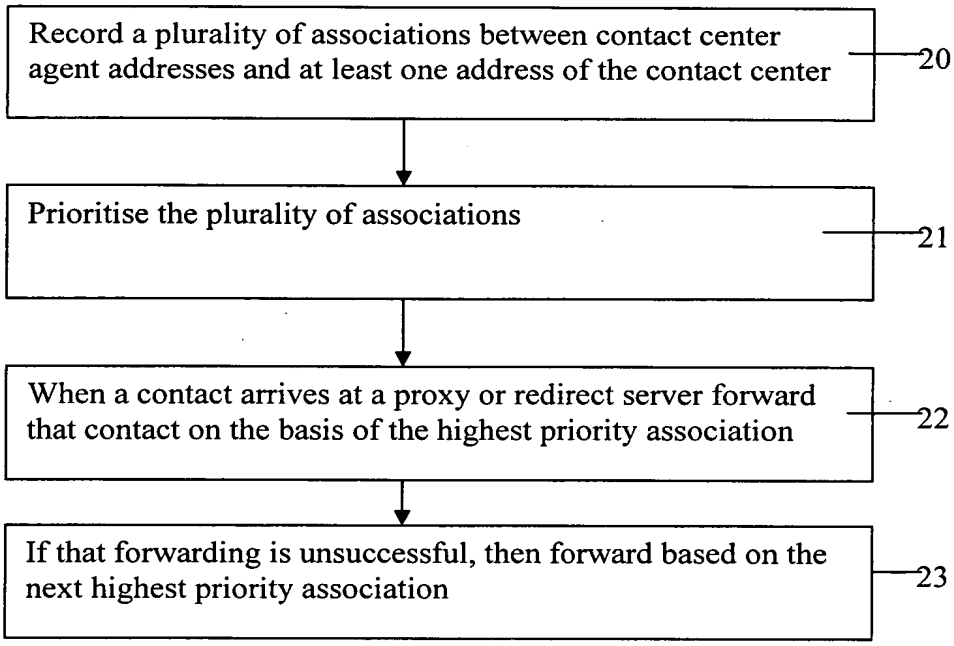
Record a plurality of associations between contact center agent addresses and at least one address of the contact center
20
Prioritise the plurality of associations
21
When a contact arrives at a proxy or redirect server forward that contact on the basis of the highest priority association
22
If that forwarding is unsuccessful, then forward based on the next highest priority association
23

FIGURE 2

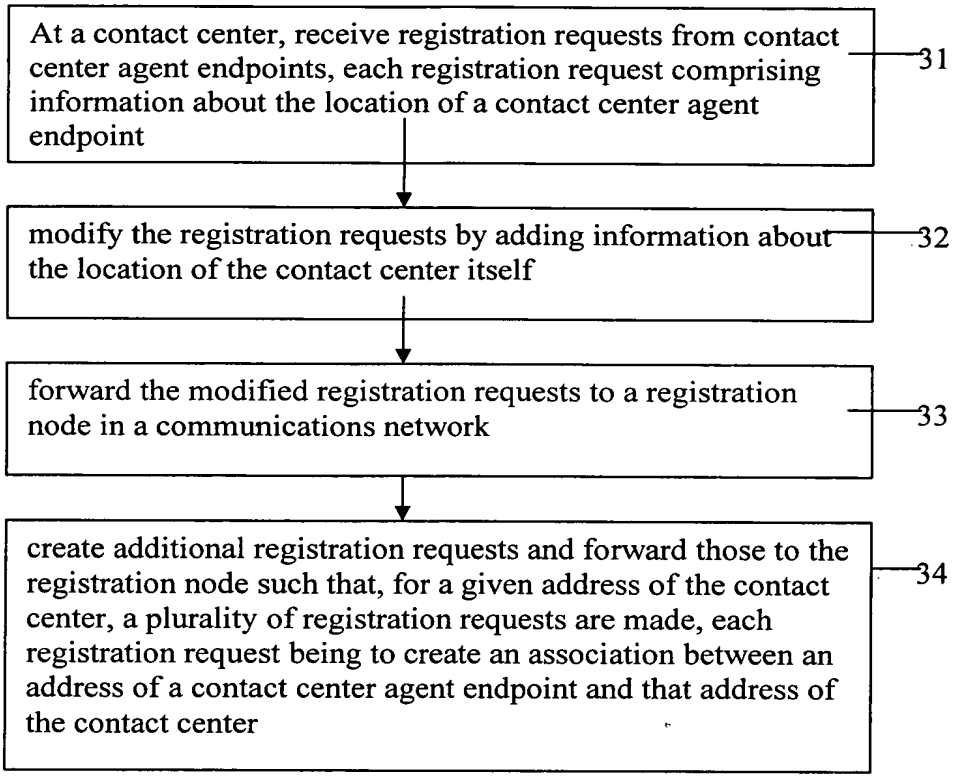
At a contact center, receive registration requests from contact center agent endpoints, each registration request comprising information about the location of a contact center agent endpoint
31
modify the registration requests by adding information about the location of the contact center itself
32
forward the modified registration requests to a registration node in a communications network
33
create additional registration requests and forward those to the registration node such that, for a given address of the contact center, a plurality of registration requests are made, each registration request being to create an association between an address of a contact center agent endpoint and that address of the contact center
34

FIGURE 3